

Job Location: 1 East Tennessee; 1 West Tennessee; 1 Middle Tennessee

DHS 360° Customer Advocate

The Department of Human Services' mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The DHS 360° Customer Advocate team will be comprised of up to (3) three Customer Advocates (aka Customer Service Coordinator) and one Program Director 3 – 360° Customer Advocate Team . The Customer Advocate positions will be located Statewide (1 in each Grand Division); the Program Director 3 - 360° Director of Customer Advocacy position will be located in the Nashville Central Office.

The DHS 360° Customer Advocate is a cross-functional role empowered to align organizational resources to resolve customer issues in a holistic approach, to resolve specific family needs. The DHS 360° Customer Advocate will facilitate holistic delivery of multi-faceted solutions involving necessary internal and external resources, while streamlining the customer experience.

The DHS 360° Customer Advocate role requires the successful candidate to serve as an internal champion for the customer: have a working knowledge of relevant subject matters; respond to involved issues of customers regarding programs, policies or service delivery; hand in hand coordination of services across all program areas as needed; recommend solutions or process changes; develops effective internal and external working relationships; and ensure individuals are treated fairly, respectfully and with dignity.

This position will perform complex, professional advocacy for all needed services to relentlessly drive resolutions which may require resources and/or agreement across divisions and departments.

Position Responsibilities:

- Provide information and assistance to customers and families regarding all DHS programs
- Provide problem-solving strategies, mediation techniques, and negotiation skills to resolve complaints made by or on behalf of customers
- Act as a case coordinator to assigned families
- Monitor and communicate on-going status of customer's cases across programs
- Navigate organizational policies, processes and systems
- Connect customers with resources outside of DHS
- Identify and analyze special needs and available resources in partnership with the customer
- Engage in continuous learning of DHS policies and procedures
- Serve as liaison to 2G community partners
- Apply innovative problem solving

Position Requirements:

- Bachelor's Degree or higher from an accredited University or College
- Knowledge and experience with 2 or more DHS program specific or other human/social services program areas
- Minimum of 2 years' experience in Family Assistance or other program area is preferred
- Skills/Abilities: investigate and resolve complaints to include interviewing a variety of people; demonstrate active listening; advocate for the customer; organize the work and exercise independent judgement with minimum supervision; accurately interpret public laws, policies and regulations related to DHS programs; communicate effectively with the public and individuals at all levels of the department, both verbal and written; safeguard confidential and highly sensitive information; perform effectively under pressure; and prioritize tasks
- Demonstrated ability to interface well with all stakeholders, internal and external customers, and individuals at all levels of the organization

Competencies:

- Action Oriented
- Customer Focused
- Decision Quality
- Collaboration
- Resourcefulness
- Innovation
- Problem-Solving
- Solution Focused
- Time Management/Priority Setting

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov By September 30, 2018. All email submissions must include in the subject line: DHS 360 Advocate
- **Target Salary: \$60,000.00.** Salary offer will be commensurate with knowledge, skills and experience directly related to this job.

Applicants will be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address, however, this position is not currently designated as an AWS (alternate workplace solution)

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.